



JOB DESCRIPTION

Position:	CSFP – Senior Food Program Intake Representative
Department:	Operations and Programs
Status:	Non-Exempt Hourly
Reports to:	CSFP Manager

Job Summary:

The CSFP Senior Food Program Representative assists in the administration of CSFP caseload management and food 'kit' distributions, which includes but is not limited to: receiving and verifying clients at food distribution sites, application assistance; annual recertification; monthly issuance of food kits; verification of food kits distributed; distribution of nutrition education materials; and follow up with CSFP clients as needed.

Essential Functions:

- On-site client greeting and program eligibility verification, application assistance, annual recertification, and resolution
- Perform on-site daily inventory reporting, reconciling box distribution and participant signatures
- Work with Operations team on the distribution of CSFP food kits: coordinate daily distributions, conduct face-to-face intake, and provide verification of receipt and distribution of CSFP food kits
- Maintain positive relationships with both our Senior clients and the distribution site liasons to assure seamless experience for each participant
- Assist as necessary with the distributions of 30-35 pound food boxes to our Senior clients
- Work with CSFP team on initiatives to increase Senior Food Program participation in Ventura County
- Other ad hoc duties as assigned by management

Job Qualifications:

- Bilingual English/Spanish strongly preferred
- Proficient in Microsoft Office Suite
- Able to work as a team and independently.
- Strong written and oral communication skills
- Flexible schedule a plus ~ Monday – Friday with some Saturdays
- Reliable transportation with clean DMV record
- Experience with non-profit organizations is highly desirable
- High School diploma and two years of customer service experience
- Commitment to The Company's mission, vision, and values

Departmental Requirements:

- All Programs staff needs to have exemplary customer service skills to communicate with all food bank stakeholders.
- All Operations staff are required to be organized and efficient at prioritizing projects
- All Operations staff needs to have the ability to work with and manage volunteers to maximize efficiency.

Physical Requirements:

- Lifting (up to 40 lbs.)
- Able to sit or stand for extended periods of time.

The Company, Inc. embraces a philosophy that recognizes and values diversity. Our goal is to attract, develop, retain and promote a talented diverse workforce in a culture where all employees will contribute to their fullest potential.

* * The above description reflects the general details considered necessary to describe the principal functions and duties as required for the job and shall not be construed as a detailed description or task list of all the work requirements that may be inherent in the job. Job description is subject to change and additional responsibilities may be assigned depending on operational needs.

Employee Acknowledgement of Receipt

Employee Name

Date

Employee Signature